

Value Added Communications (VAC) LEC (Local Exchange Carrier) Good Credit Verification

Due to changes in the collect call billing market space, the collect cap for monthly phone bills is being set at \$35. Once the collect cap has been reached, customers may establish a pre-paid account.

With these changes in mind, VAC understands that there are certain customers that will want the collect limit to exceed the \$35 threshold. By following the steps below, a customer will be able to increase the threshold by providing proof of good standing with the telephone company:

- 1) Must have received calls from the LEC for a minimum of 6 months.
- 2) Call the Corporate Call Center (1-800-786-8521) so that VAC can obtain their personal phone number and name of LEC. VAC Reps will call the LEC to confirm that their phone bill has been paid on a regular basis. (This verification process could take up to 24 hours)
- 3) A VAC Corp Rep will either send an email or call the customer back to inform them of their credit status on their LEC account. If their LEC account is in good standing, the \$35 LEC credit limit will be reset back to \$100.

This change affects the customers that are billed by the major (LEC) local exchange carriers (example: Frontier, Qwest, Century Tel, etc.)

Please note, all small independent LEC's will no longer be billable due to the high cost of billing.